

Consumer Grievance Redressal Forum
FOR BSES YAMUNA POWER LIMITED
(Constituted under section 42 (5) of Indian Electricity Act. 2003)
Sub-Station Building BSES (YPL) Regd. Office Karkardooma,
Shahdara, Delhi-110032
Phone: 32978140 Fax: 22384886
E-mail: cgrfbypl@hotmail.com
SECY:CHN 015/08NKS

C A No. 100361048 & 100397229
Complaint No. 116/2021

In the matter of:

Mohd Saleem QureshiComplainant

VERSUS

BSES Yamuna Power LimitedRespondent

Quorum:

1. Mr. Arun P Singh (Chairman)
2. Mrs. Vinay Singh, Member (Legal)

Appearance:

1. Mohd. Saleem Qureshi, Complainant
2. Mr. Imran Siddiqi, Mr. Sanjeev Valecha, Ms. Ritu Gupta & Ms. Shweta Chaudhary, On behalf of BYPL

ORDER

Date of Hearing: 01st December, 2021

Date of Order: 03rd December, 2021

Order Pronounced by:- Mrs. Vinay Singh, Member (Legal)

Briefly stated facts of the case are that the meter of the complainant is not working property.

It is also his submission that he is residing at property no. 6251, Gali Jharsiyar, Quresh Nagar, Sadar Bazar, New Delhi-110006 and a meter is installed at the said premises vide CA No. 100498652 in the name of Ehsan Illahi. It is also his submission that on 15.01.2020 he paid the bill amounting to Rs. 3530/- , thereafter, respondent raised him monthly bills showing zero amounts and

Complaint No. 116/2021

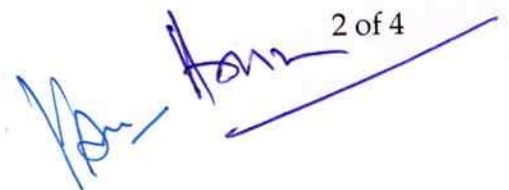
meter reading was static. He received a bill dated 24.06.2021 for Rs. 38960/- for the period 23.02.2021 to 24.06.2021. The said bill is biased and illegal. Therefore, he requested the Forum to direct respondent for correction of his electricity bill on actual consumption basis.

Notices were issued to both the parties to appear before Forum on 17.11.2021.

The respondent company submitted their reply stating therein that CA NO. 100498652 in the name of Mr. Ehsan Elahi with billing address 6251, GF, Quasab Pura, Paharganj, Delhi-110006. Complainant raised issue in respect of bill dated 24.06.2021 raised for Rs. 38960/- for the period of 24.02.2021 to 24.06.2021. Respondent further submitted that bill for the period of 24.02.2021 to 24.06.2021 was raised for 5078 units. Respondent further submitted that meter no. 41804219 is installed against the subject connection since 10.04.2019 as such meter reading was updated manually or downloaded. As such bills were generated either on provisional basis or zero consumption between the period from 17.01.2020 till 23.02.2021.

Respondent further added that as per reading chart actual reading 3443 is shown as taken on 17.01.2020 and also on 23.02.2021; the same could have been on account of premises being closed. The meter installed is IGMS meter as such bill has been revised by taking the reading 3443 as on 17.01.2020 and reading 8521 as on 24.06.2021. The complainant is given benefits of slab system and applicable subsidy.

The matter was listed for hearing on 17.11.2021, when complainant was directed to deposit Rs. 15000/- of the pending energy bills within three working days. Respondent was directed to replace the complainant's meter with a new meter and the present meter should be sent to lab for testing and file the report.



Complaint No. 116/2021

The matter was finally heard on 01.12.2021, when both the parties were present and arguments were heard. Matter was reserved for orders.

The main issue in the present complaint is whether the bill raised by respondent is correct or not.

We have gone through the submissions made by both the parties. From the narration of facts and material placed before us we find that there were irregular readings on the basis of which the bills were raised to the complainant. The meter of the complainant was changed on 10.04.2019, thereafter no reading was recorded the first reading recorded by the respondent was on 09.08.2019 of 1893 units which is four months after the meter change. The meter of the complainant was got tested on 26.11.2021 and it was found that the meter ultrasonic welding was found OK and neutral output terminal was burnt. Also display unit Neutral Output Terminal burnt. The observations in the meter testing report say that meter data could not be downloaded and meter reading is as per display.

On the basis of above, we directs the respondent as under

- That the bill of the complainant be revised from the date of meter change i.e. from 10.04.2019 till 08.11.2021 when the last reading was recorded i.e. 10655 units by equally dividing the consumption of 10655 in 31 months.
- Respondent is also directed to not to charge LPSC from the complainant.

Complaint No. 116/2021

- Respondent is further directed to give credit of all the payments made by the complainant during the period 10.4.2019 to 08.11.2021.
- The revised bill along with calculations should be given to complainant within 10 days from the date of this order with intimation to the Forum.

The case is disposed off as above.

No order as to the cost. A copy of this order be sent to both the parties and file be consigned to record room thereafter.

The order is issued under the seal of CGRF.



(VINAY SINGH)
MEMBER (LAW)



(ARUN P SINGH)
CHAIRMAN